

PORTAL FAQ'S

Q. What is a portal?

A. A "portal" is the first web site that people see when using the Web. It leads to other information or services, such as a catalog of web sites, a search engine, or both. The MaineCare Temporary Claims Portal is the main "point of entry" (hence "portal") to your claims data.

Q. What is a Momentum Account?

A. The Momentum account holds the files you requested from the portal. Your ID # and password unlock this account, so you can retrieve the files.

Q. What is an "FTP"?

A. FTP is short for *File Transfer Protocol*, the protocol for exchanging files over the Internet.

Q. How to I get an "FTP"?

A. You can buy and download FTP software on the Internet. Some FTP software is available for free on the Internet. MaineCare does not promote, endorse **or support** any specific FTP software.

Q. What is a "PDF"?

A. PDF is short for *Portable Document Format*. A PDF file will look the same on any computer, no matter what operating software the computer has.

Q. What is a "GUI"?

A. GUI is short for *Graphical User Interface*. A GUI uses graphics and text to show the information and actions available to the user.

Q. What is an RA Identifier?

A. An RA Identifier is the MaineCare Provider ID# that appears in the upper left hand corner of your Remittance Advice (RA) statement. It is also the folder name for your 835 electronic remittance advice information.

Q. What is an "835"?

A. An "835" is your electronic remittance advice.

Q. What if I get an error message "Provider ID is not authorized to use the requested Momentum Account. Please verify your request and resubmit"?

A. You may have entered the wrong ID# into the Momentum Account field. Make sure that the ID number in this field is your Remittance Advice (RA) identifier. Also, be sure that you use the password that goes with that ID#. The system does not allow you to mix and match your account IDs and passwords. If that does not work, you can contact 1-800-321-5557 Option 9

Q. When I try to retrieve my claims query information, I get an error message that my FTP site “cannot connect to remote site” or something similar. What do I do?

A. Your FTP software may have been installed incorrectly. First, uninstall your FTP software and then reinstall the software again. If you keep getting this message, contact 1-800-321-5557 Option 9.

Q. Who do I call when I have trouble using the portal?

A. 1-800-321-5557, Option 9

Q. How do I retrieve my claims query results?

A. Refer to Step 4 in the portal instruction manual ([hyperlink to manual](#)). If you are using FTP software other than “Core FTP”, remember to substitute your FTP name where the instructions refer to “Core FTP” on page 4.

Q. What if my report has nothing in it?

A. If the query result has no records, the system did not find any records that matched your request. Make sure that you are using the correct Momentum Username and Password. Both the Username and Password are case sensitive.

Look again at your Claims Status Request screen.

How far apart are Start and End dates? If you have requested only a few dates of service, you may have no records that match.

Member ID: Did you request records for just one MaineCare member? If so, make sure that the member ID number is correct. Also, make sure that the member was served by the provider whose ID is shown above it.

Selection Criteria: Did you check “All Claims”? If not, check the “All Claims” box and make the request again.

If there are still no records reported, contact 1-800-321-5557 Option 9.